

VOLUNTEER SERVICE DESCRIPTION

Position Title: Campground Services/Campground Host

Service Summary:

A Campground Host's primary responsibility is to assist park visitors. This includes greeting visitors, helping them get settled, answering questions, receiving comments, communicating park rules and regulations, and fee collection. Campground Hosts are also expected to be observant for activities within the park that require immediate attention by staff and/or outside emergency support.

Campground Hosts must supply their own lodging (camper, or motorhome) and are provided with a free campsite, most often with utility hook-ups. The Park Manager or designee will approve specific duty hours and assignments.

Supervision: Park Manager or designee.

Locations: Quail Loop, Raven Loop, Red-Tail Loop, Cooper's Hawk Loop, and Black Hawk Loop Campgrounds.

Time Commitment: A minimum of 20 hours service per person per week.

Training: Ranger on duty or experienced volunteer

Specific Duties & Responsibilities:

- (1) Represent Arizona State Parks in a professional manner.
- (2) Maintain a working knowledge of park rules and regulations (see park brochure) and the reasoning behind them. *Always set a good example* to park visitors by complying with such rules and regulations.
- (3) Be friendly and courteous to all visitors.
- (4) Provide information about Dead Horse Ranch State Park (i.e., trails, fishing, biking) and local points of interest (i.e., Tuzigoot, Sedona, Jerome).
- (5) Be observant for activities within the park that require immediate attention by staff and contact appropriate help when emergencies occur.
 - (a) A Campground Host's safety is of utmost importance. When in doubt, stay clear and contact a ranger.
 - (b) Campground Hosts should always contact a ranger when they feel a situation is more than they can handle. *At no time whatsoever* should a host assume the role of a law-enforcement official.
 - (c) If a ranger cannot be contacted in an emergency situation, the campground host should immediately call 911.
 - (d) When encountering any type of verbal abuse or harassment from the general public, a Campground Host should always maintain his/her composure and de-escalate the situation by simply walking away. Contact a ranger immediately.

- (e) As a Campground Host, you may only *inform* the public of rules and regulations, not *enforce*. It is imperative that all *enforcement* matters be directed to the appropriate park officials.
- (6) Promote the integrity of Dead Horse Ranch State Park by maintaining a clean, safe, and orderly campground.
- (7) Check restrooms and replenish restroom supplies (i.e. toilet paper, paper towels) when park staff is not present.
- (8) Water trees and garden regularly within assigned campground(s). (Water every week in summer, trees less than 5 feet, every other week otherwise). Dead Horse Ranch State Park has specific watering charts and schedules on file, and available for review.
- (9) Close all day-use gates and bathrooms when day-use hours are up. Closing times may vary depending on the season.
- (10) Be responsible for campground fee compliance.
 - (a) Collect camping fees when main office is closed.
 - (b) Post fee collection notices on vehicles that come in after-hours.
 - (c) Inform ranger station of both occupied and vacant sites.
- (11) Assist rangers as requested.
- (12) Most importantly, HAVE FUN and enjoy the beauty and wonder of Dead Horse Ranch State Park!

Optional Duties & Responsibilities

- (1) Prepare and sell firewood to campers when wood is available.
- (2) Help out in ranger station office.
- (3) Clean up and shape tree wells in campgrounds.
- (4) Paint picnic tables, gates, signs, and anything else the Park Manager feels is appropriate.
- (5) Clean out fire pits and grills in campgrounds and day-use areas.
- (6) Trim and prune trees and bushes in campgrounds when necessary.
- (7) Help prepare and run campfire programs and ranger-led interpretive talks in campgrounds (i.e., notifying visitors of time and place of talk).

